



**Massachusetts Bay
Transportation Authority**

Longwood Medical Area (LMA) Bus Circulation Study

Presenters: Marcela Moreno and Katie Calandriello

Date: 11/12/2025

(This meeting will be recorded)

Notification of Recording

English

- Thank you for joining the meeting! This meeting will be **recorded** so that it can be shared with the people that were unable to join.

Spanish

- ¡Gracias por atender esta junta! Esta junta estaría grabada para poder compartir con los que no pudieron asistir.

Chinese

- 感谢您参与此会议！本次会议将会被录像，以便我们把它分享给没能来参加的人。

Haitian Creole

- Mèsi paske ou te rantre nan reyinyon an! Reyinyon sa a pral anrejistre pou moun ki pa t kapab rantre yo ka pataje l avèk yo.



Diversity and Civil Rights

English

- All MBTA activities, including public meetings, are free of discrimination. The MBTA complies with all federal and state civil rights requirements preventing discrimination on the basis of race, color, national origin, limited English proficiency, and additional protected characteristics. We welcome the diversity from across our entire service area. If you have any questions or concerns, please visit www.mbta.com/titlevi to reach the Office of Diversity and Civil Rights.

Spanish

- Todas las actividades de MBTA, incluidas las reuniones públicas, están libres de discriminación. La MBTA cumple con todos los requisitos de derechos civiles federales y estatales que impiden la discriminación por motivos de raza, color, origen nacional, dominio limitado del inglés y características protegidas adicionales. Damos la bienvenida a la diversidad de toda nuestra área de servicio. Si tiene alguna pregunta o preocupación, visite www.mbta.com/titlevi para comunicarse con la Oficina de Diversidad y Derechos Civiles.

Chinese

- MBTA 的所有活动，包括公开会议，都没有歧视。MBTA 遵守所有联邦和州公民权利要求，防止基于种族、肤色、国籍、有限的英语能力和其他受保护特征的歧视。我们欢迎来自我们整个服务领域的多样性。如果您有任何问题或疑虑，请访问 www.mbta.com/titlevi 联系多元化和民权办公室。

Haitian Creole

- Tout aktivite MBTA yo, tankou reyinyon piblik yo, pa gen diskriminasyon. MBTA a konfòm ak tout egzijans dwa sivil federal ak leta yo ki anpeche diskriminasyon ki baze sou ras, koulè, orijin nasyonal, konpetans limite nan lang angle, ak lòt karakteristik pwoteje. Nou akeyi divèsite ki soti nan tout zòn sèvis nou an. Si ou gen nenpòt kesyon oswa enkyetid, tanpri vizite www.mbta.com/titlevi pou kontakte Biwo Divèsite ak Dwa Sivil la.

Zoom Direction: Languages Interpretation

English

- In your meeting/webinar controls, click Interpretation (the small globe icon) and click the language that you would like to hear.

Spanish

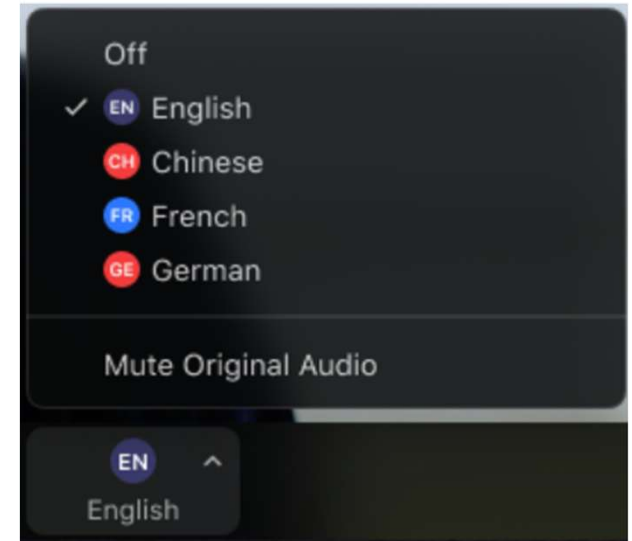
- En los controles de su reunión/seminario web, haga clic en Interpretación (el ícono del globo pequeño) y haga clic en el idioma que desea escuchar.

Chinese

- 在您的会议/网络研讨会的控件中，单击口译（小球图标），并单击您想听到的语言

Haitian Creole

- Nan kontwòl reyinyon/webinè ou yo, klike sou Entèpretasyon (ti ikòn glòb la) epi klike sou lang ou ta renmen tande a.



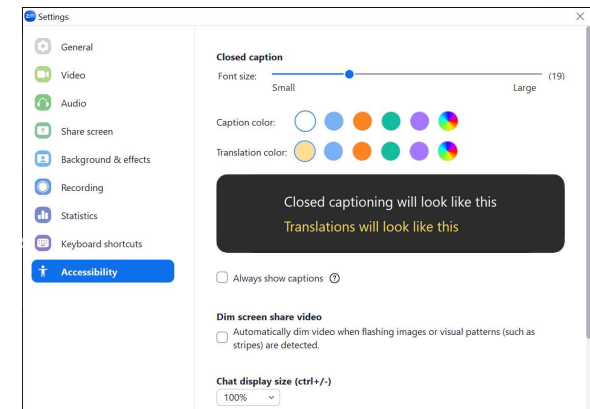
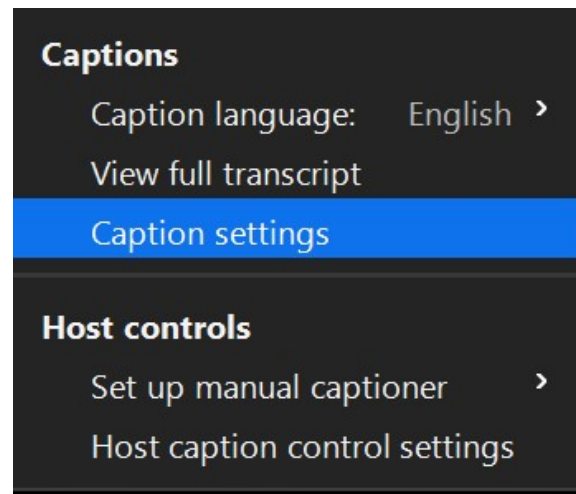
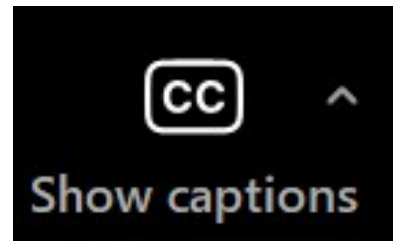
Zoom Direction: ASL Interpretation

- The Zoom Host will spotlight the interpreters' videos.
- In general, to pin someone's video in Zoom:
 - Find the person's video in the gallery.
 - In the top right corner of the interpreter's video, click the ellipses.
 - Then, click the "Pin" option. This will keep the person's video visible on your screen.



Zoom Direction: CART Captioning

- Click **Show Caption** to start viewing captioning.
- To adjust the caption size:
 - Click **Caption Settings**.
- **Tip:** Click and drag the closed captioning to move its position in the meeting window.



Zoom: Use Chat for Technical Questions

English

- If you have a technical question about the features of the meeting, please use the chat function. Our technical support will attempt to troubleshoot your problem.

Spanish

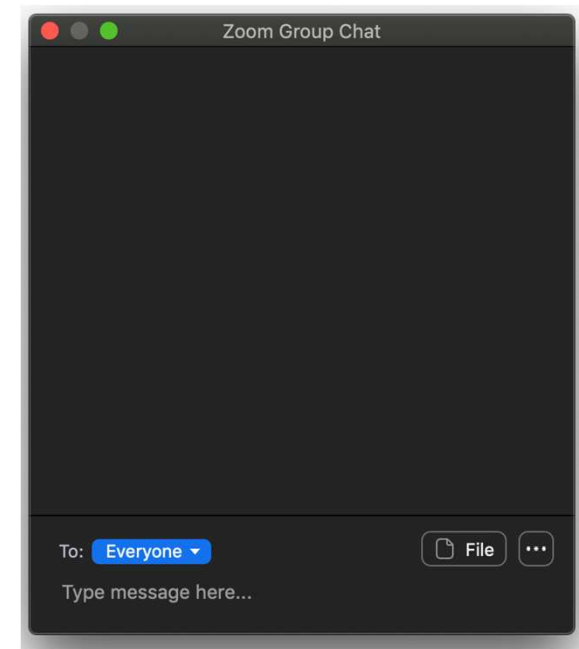
- Si tiene alguna pregunta técnica sobre las funciones de la reunión, utilice el chat. Nuestro equipo de soporte técnico intentará resolver su problema.

Chinese

- 如果您对会议功能有任何技术问题，请使用聊天功能。我们的技术支持人员将尽力为您解决问题。

Haitian Creole

- Si ou gen yon kesyon teknik sou karakteristik reyinyon an, tanpri itilize fonksyon chat la. Sipò teknik nou an ap eseye rezoud pwoblèm ou an.



Introductions



Marcela Moreno,
Project Manager



Katie Calandriello,
Community Engagement Specialist



Why are we here?

...Longwood Medical Area...continue to grow as significant employment hubs, they are not well aligned with the historic radial transit pattern..."

- Go Boston 2030

"Longwood Collective recognizes that the only way to sustainably accommodate growth in the Longwood neighborhood is to **significantly expand transit capacity**, including buses, light rail, and heavy rail."

- LMA Transportation Framework

"Region in development and Academic Area...and beyond."

- Brookline Comprehensive Plan 2005-2015

BNR's service plan calls for:

routes near the city center are particularly vulnerable to on time performance issues with delays affecting access to jobs in the Longwood Medical Area..."

- LMA Transportation Framework

- Go Boston 2030



Increasing scheduled bus service to the LMA by ~75% (revenue vehicle miles)



Increasing the number of Frequent Routes in LMA from 2 to 6 (12, 22, 28, 39, 47, 66)



Extending Route 22 , 28, changing Routes 65, 66, 47, and introducing Route 12



More weekend, evening, & midday service



Why are we here?

...Longwood Medical Area...continue to grow as significant employment hubs, they are not well aligned with the historic radial transit pattern..."

- Go Boston 2030

"Longwood Collective recognizes that the only way to sustainably accommodate growth in the Longwood neighborhood is to **significantly expand transit capacity**, including buses, light rail, and heavy rail."



Increasing scheduled bus service to the LMA by ~75%

We need a plan for routing, stops, and transit-supportive infrastructure to deliver BNR's levels of service reliably and safely in the LMA!

"Regional traffic is anticipated to continue to grow in downtown Boston, in the Longwood Medical Area, and in the Academic Area...and beyond..."

- Brookline Comprehensive Plan 2030

"Only a third of Longwood employees have access to a convenient "one-seat" transit ride..."

- LMA Transportation Framework

performance issues with delays affecting access to jobs in the Longwood Medical Area..."

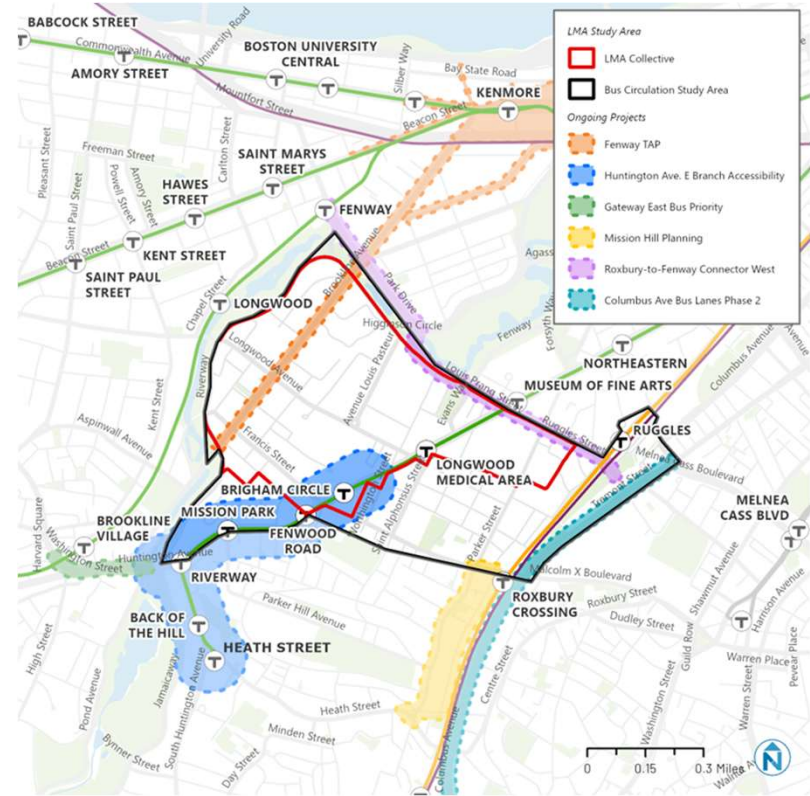
- Go Boston 2030



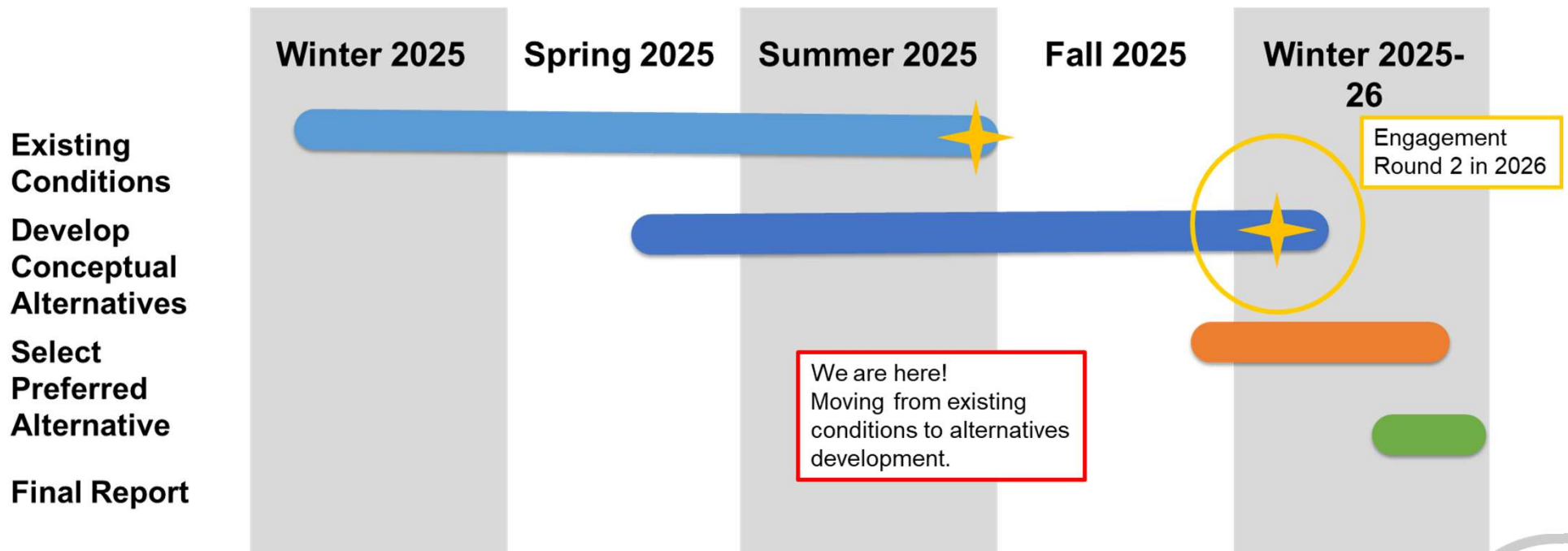
Increasing the number of Routes in LMA
Routes 6 (12, 22, 28, 39, 47, 56, 65, 66, 47, 85, 90, 93, 94, 95, 96, 97, 98, 99, 100, 101, 102, 103, 104, 105, 106, 107, 108, 109, 110, 111, 112, 113, 114, 115, 116, 117, 118, 119, 120, 121, 122, 123, 124, 125, 126, 127, 128, 129, 130, 131, 132, 133, 134, 135, 136, 137, 138, 139, 140, 141, 142, 143, 144, 145, 146, 147, 148, 149, 150, 151, 152, 153, 154, 155, 156, 157, 158, 159, 160, 161, 162, 163, 164, 165, 166, 167, 168, 169, 170, 171, 172, 173, 174, 175, 176, 177, 178, 179, 180, 181, 182, 183, 184, 185, 186, 187, 188, 189, 190, 191, 192, 193, 194, 195, 196, 197, 198, 199, 200, 201, 202, 203, 204, 205, 206, 207, 208, 209, 210, 211, 212, 213, 214, 215, 216, 217, 218, 219, 220, 221, 222, 223, 224, 225, 226, 227, 228, 229, 230, 231, 232, 233, 234, 235, 236, 237, 238, 239, 240, 241, 242, 243, 244, 245, 246, 247, 248, 249, 250, 251, 252, 253, 254, 255, 256, 257, 258, 259, 260, 261, 262, 263, 264, 265, 266, 267, 268, 269, 270, 271, 272, 273, 274, 275, 276, 277, 278, 279, 280, 281, 282, 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Project Status

- Ongoing work with Interagency Working Group (IWG)
- Finalized Existing Conditions Analysis
- Finishing Round 1 of Engagement
 - Focus groups with bus operators and EMTs, plus pop-ups and a short survey with riders



LMA Bus Circulation Study Schedule



Existing Conditions



- What we know about the LMA
 - Key Constraints and Challenges
 - Stakeholder and Community Input



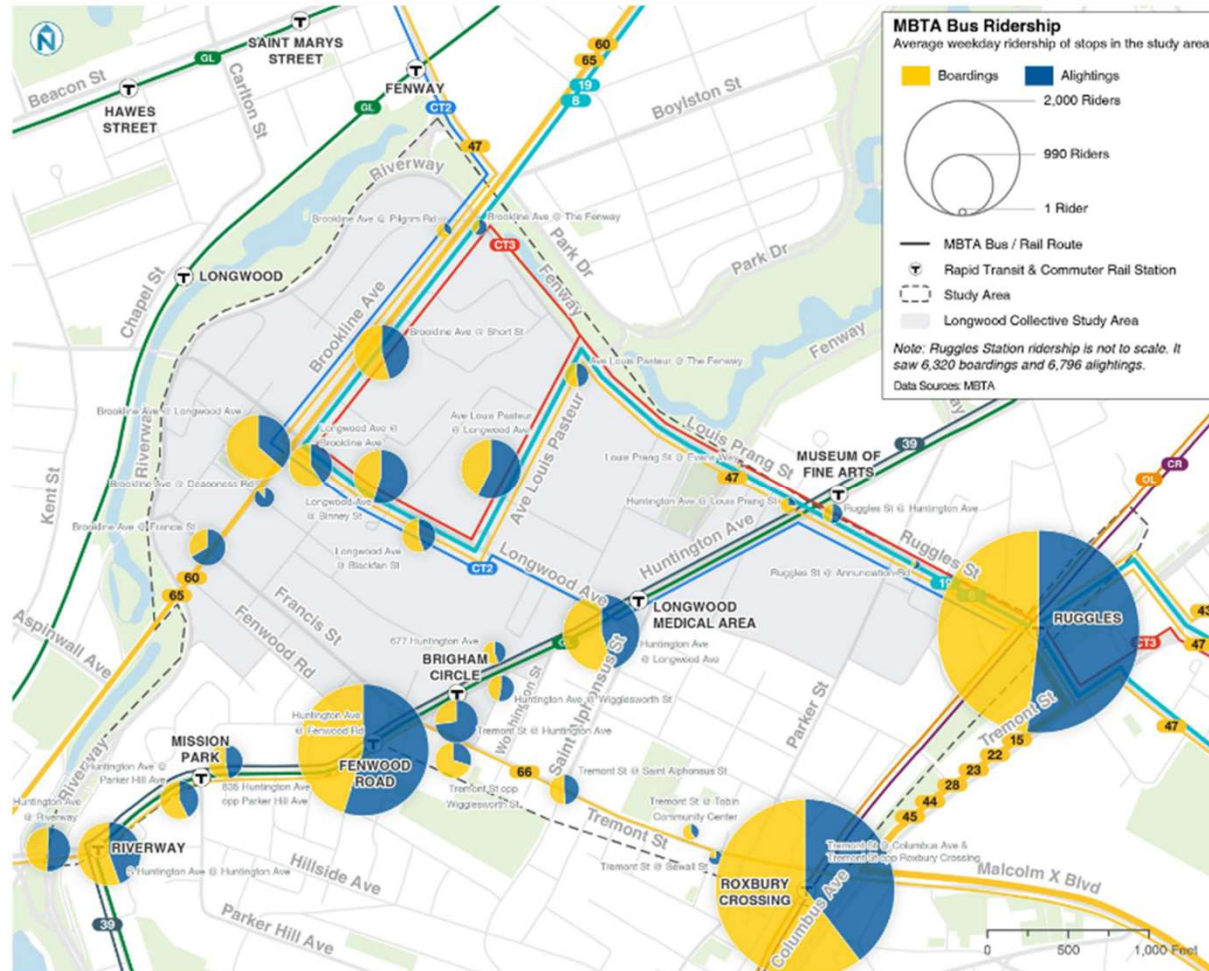
LMA MBTA Transit and Longwood Collective Shuttle Circulation
 Bus, Rail and Shuttle Routes that operate in the study area

- MBTA Bus / Rail Route
- - - Longwood Collective Shuttle
- T Rapid Transit & Commuter Rail Station
- Study Area
- Longwood Collective Study Area

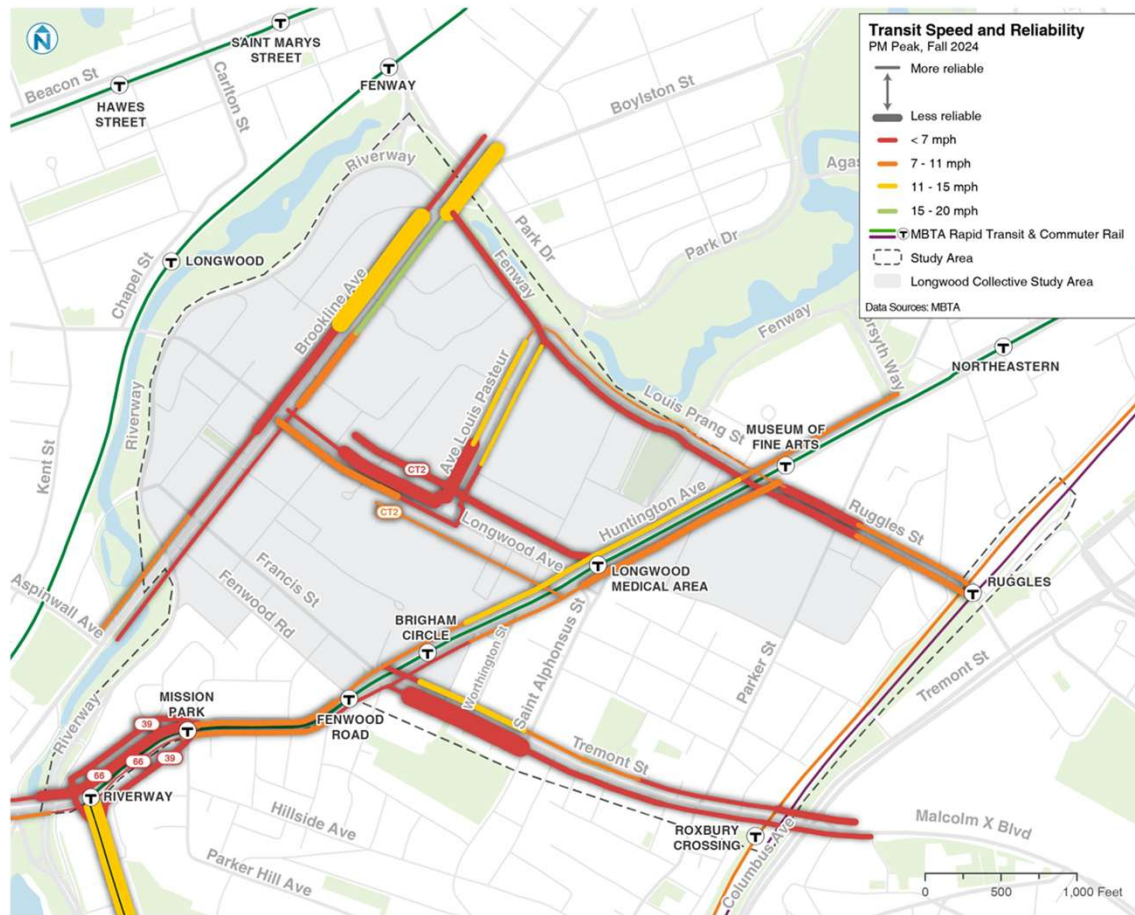
Data Sources: MBTA, Longwood Collective

- 

There are a lot of MBTA bus riders.



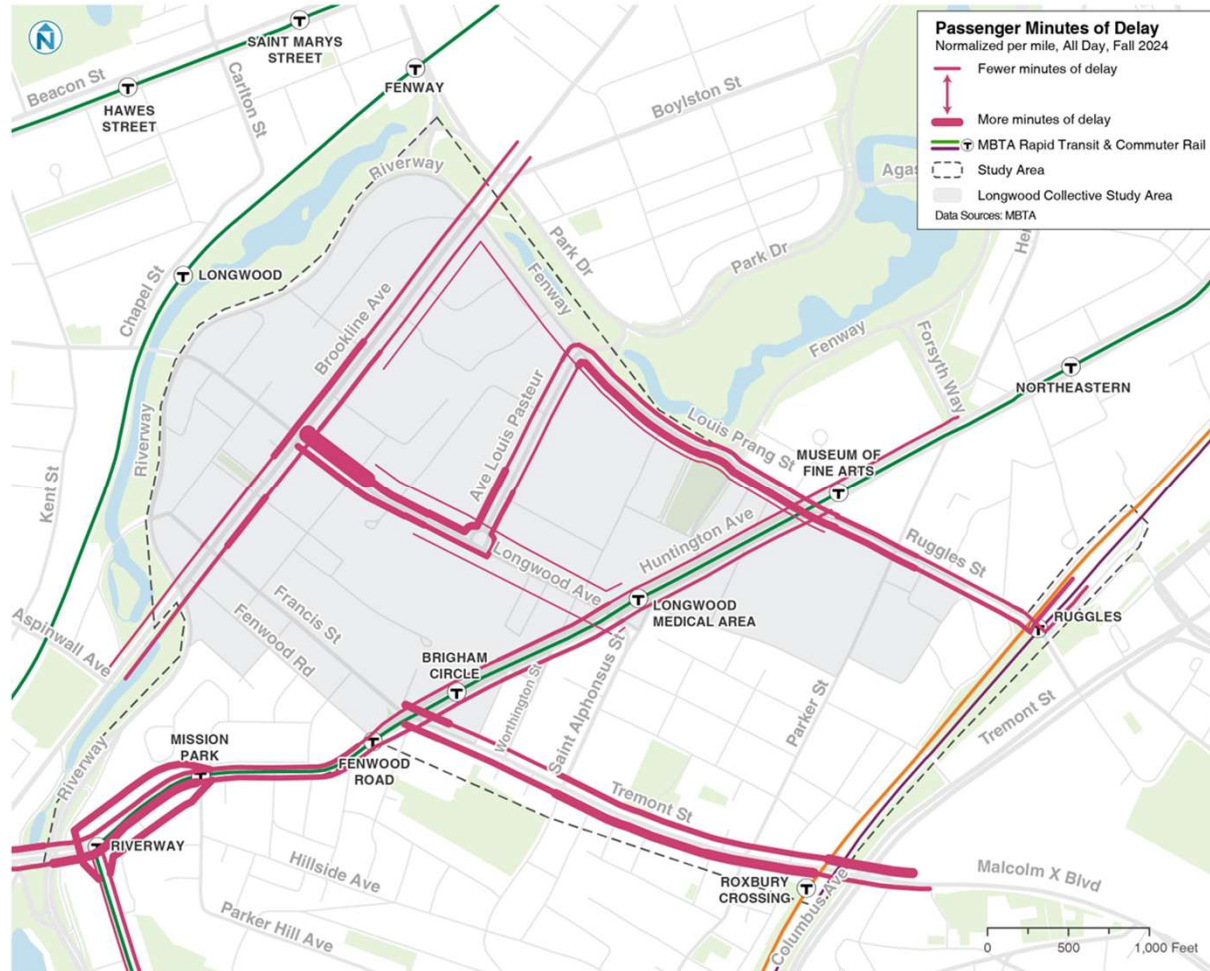
Speed and reliability is a problem



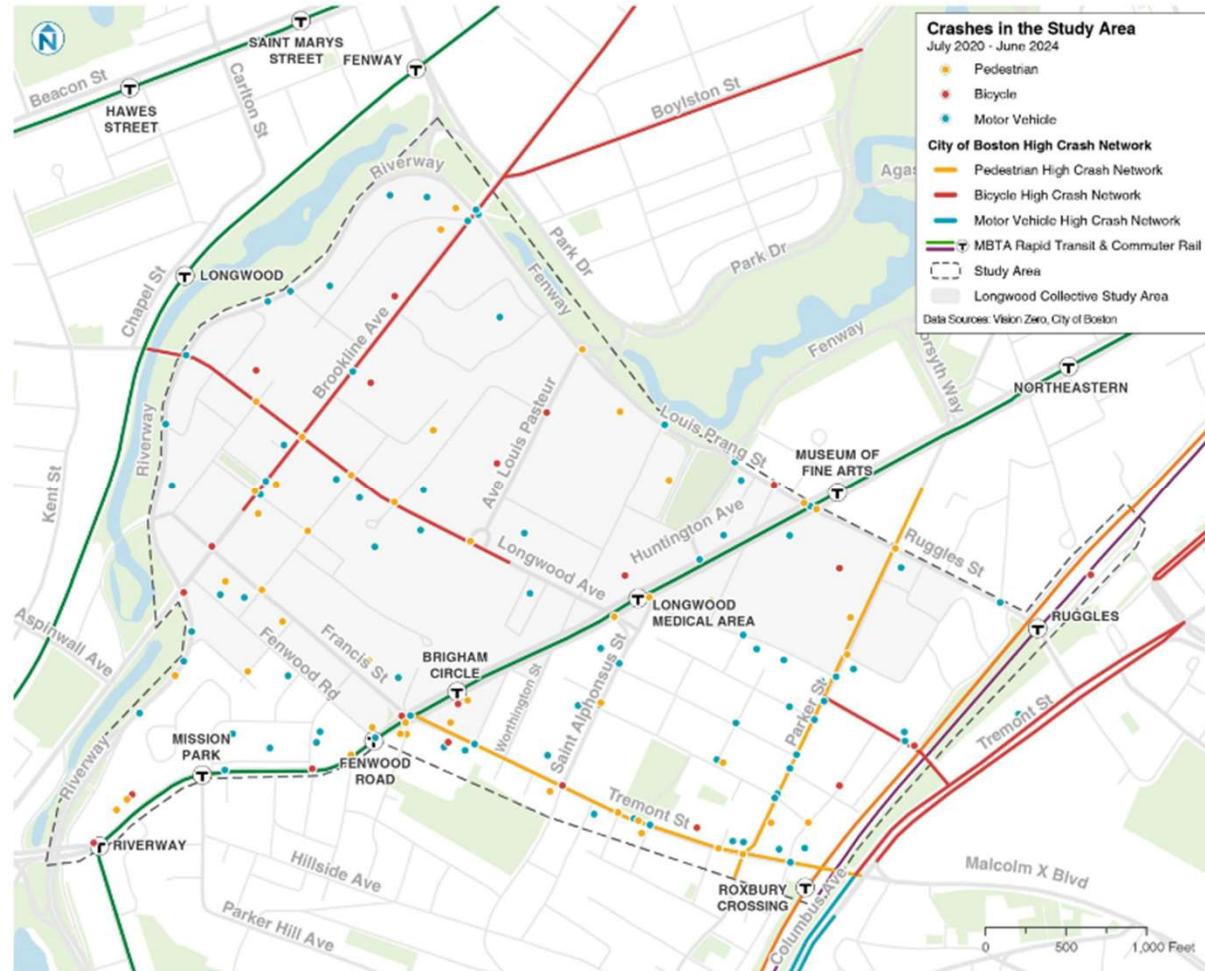
Every MBTA bus route traveling through the LMA is failing the OTP standard.



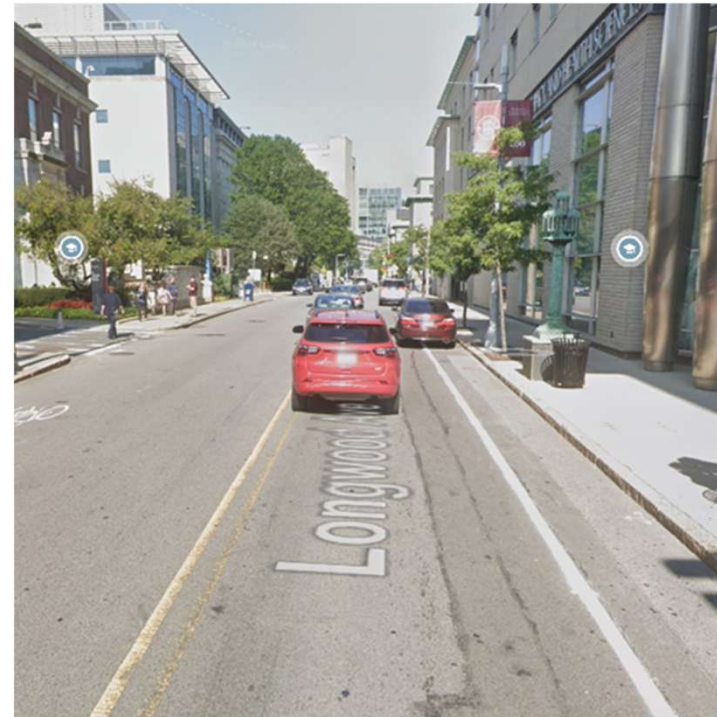
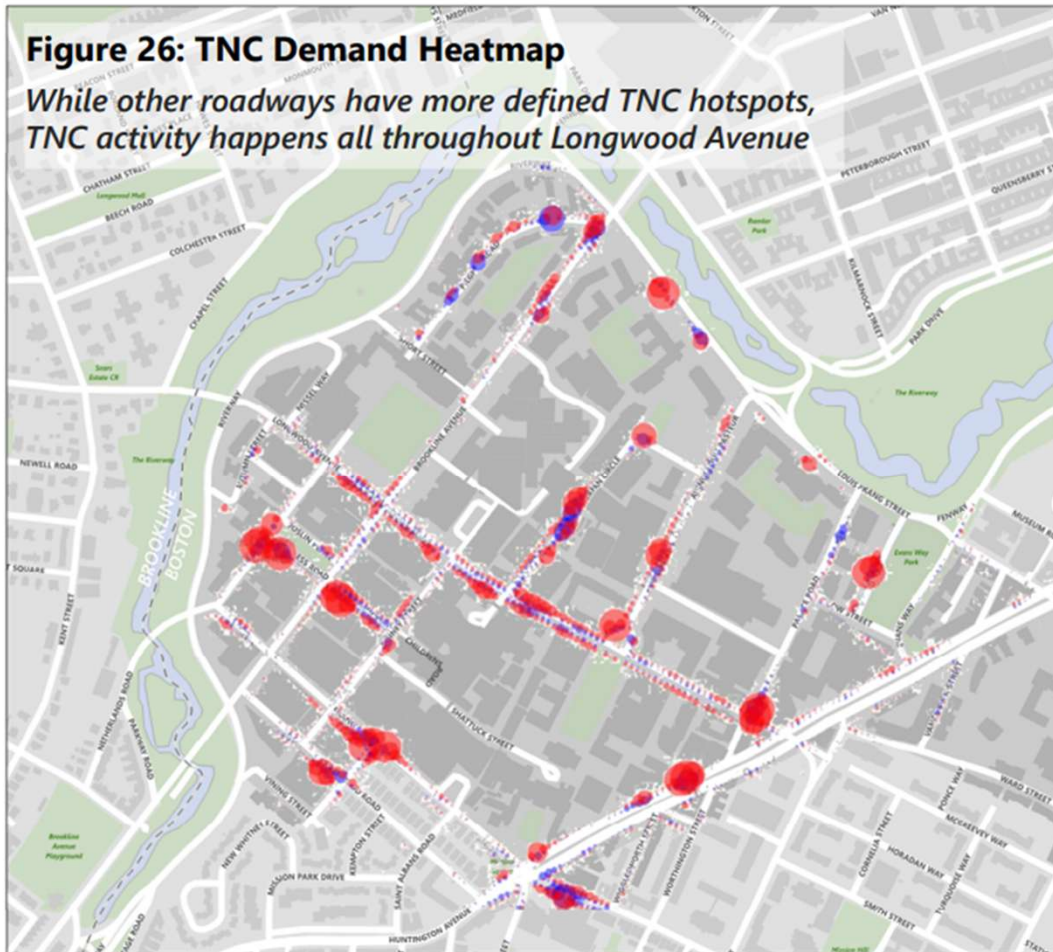
Impact on passengers, in terms of time delayed, is significant



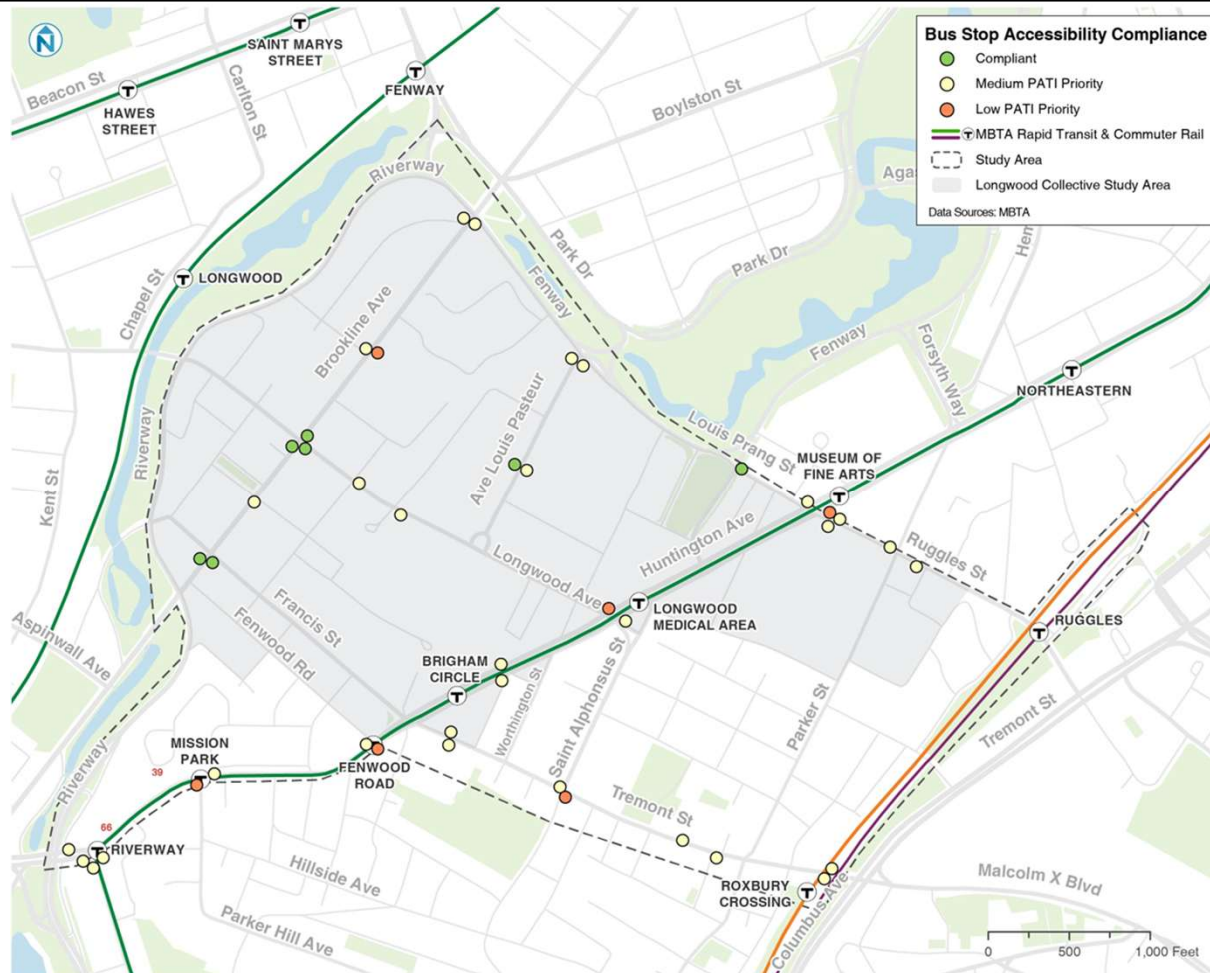
Traffic safety is an issue, especially in LMA core area



Lack of PUDO coordination/ enforcement causes delay

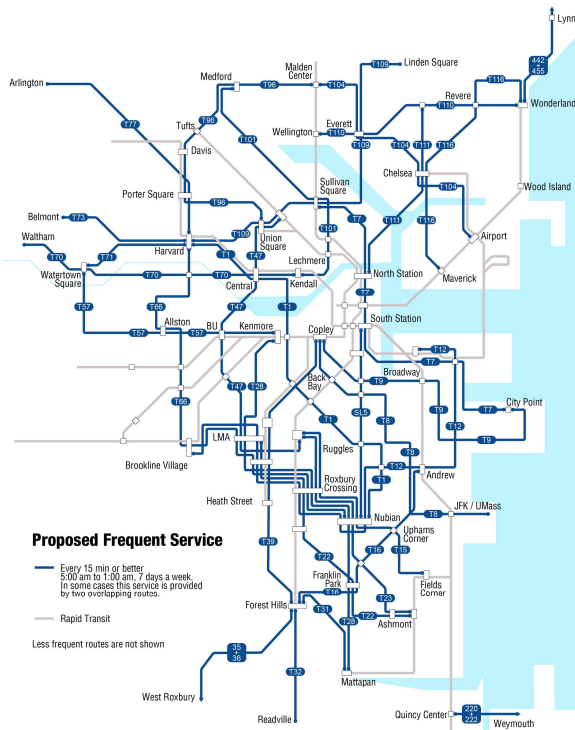


84% of bus stops in the LMA do not meet MBTA accessibility standards



Better Bus Project

BNR Proposal for the LMA



Massachusetts Bay Transportation Authority

Better Bus Project
Making transit better together

Bus route changes are coming.

1 15 22 23

28 31 62 76 62/76

Pronto habrá cambios en las rutas de autobús.
Chanjman nan liy bis yo byento.
公交车路线的一些变更即将开始。

The next service changes begin on August 24, 2025. We will increase service on eight bus routes and simplify Routes 62 and 76. Learn more: [MBTA.com/buschanges](https://www.mbta.com/buschanges)

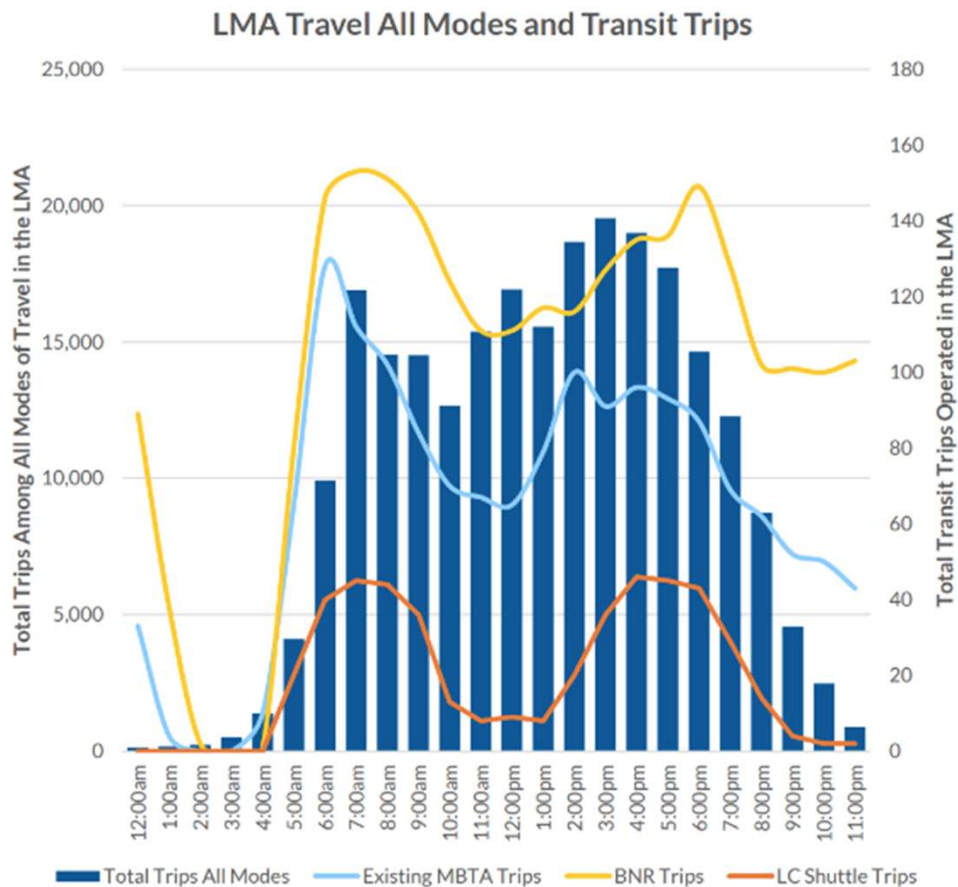
Los próximos cambios en el servicio comienzan el 24 de agosto de 2025. Aumentaremos el servicio en ocho rutas de autobús y simplificaremos las rutas 62 y 76. Conozca más en: [MBTA.com/buschanges](https://www.mbta.com/buschanges)

Pwochen chanjman nan sévis yo ap komanse nan dat 24 Out 2025. N ap ogmante sévis la nan uit liy bis e n ap senplifye liy 62 ak 76 la. Aprann plis: [MBTA.com/buschanges](https://www.mbta.com/buschanges)

接下来的多项的服务变更将从2025年8月24日开始。我们会增加8条公交车路线上的车次。并简化62路和76路公交车的路线。如需了解更多信息，请访问 [MBTA.com/buschanges](https://www.mbta.com/buschanges)



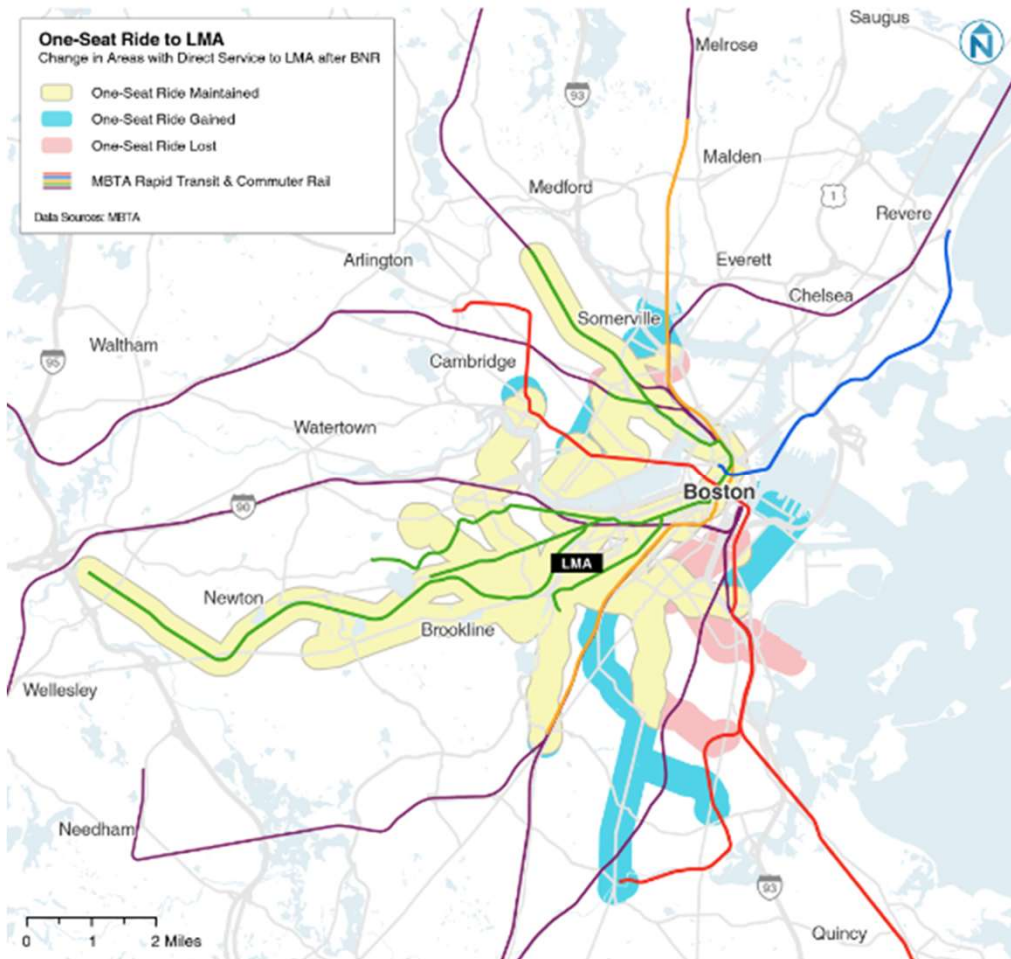
Better Bus Project welcomes better transit access



- Bus service increases ~75%
 - Off-peak service sees the biggest increase



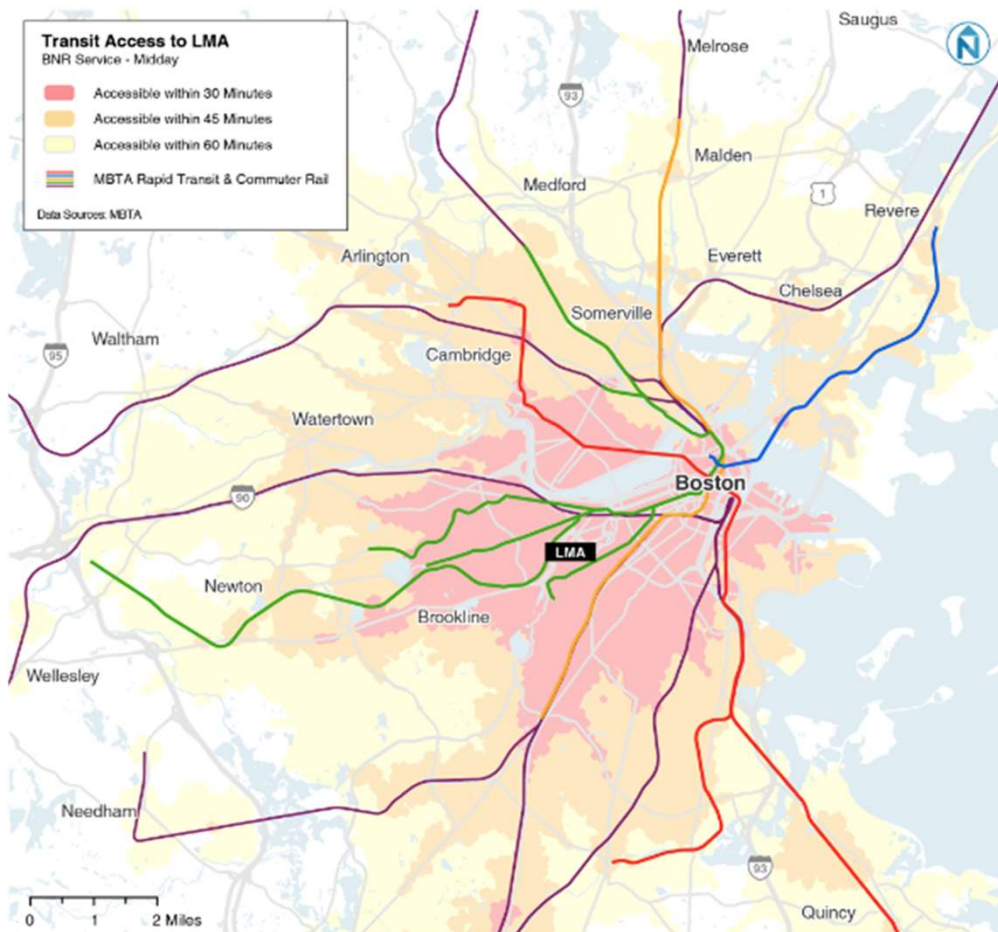
Better Bus Project welcomes better transit access



- More people (+10%) and neighborhoods gain a one-seat ride



Better Bus Project welcomes better transit access



- Trips to the LMA will take 30 minutes or less for 55% more people mid-day and 24% during evening peak



Findings from Engagement

Focus Groups with Drivers

- Congestion follows a predictable pattern.
- Signals and intersections are major chokepoints and safety hazards.
- Transit facilities need to be enforced.
- Shared bike and bus lanes create safety hazards.
- Layover facilities are important to transit operations.
- Adjust schedules to reflect time of day and event schedules.

Focus Groups with EMTs

- EMTs do not have special instructions or information about how to travel to the hospital.
- Response time impacted by traffic, narrow roads, and a lack of space for vehicles to move over and let ambulances pass.
- Mopeds and scooters users don't always abide by the laws of the road.
- Most EMTs have not been trained in how to interact with bus lanes and have mixed experiences.
- Need to keep Binney and Francis Streets clear because these are how ambulances access the bays.
- One-way streets are problematic because cars can't pull over. It is easier and faster to go the wrong way on a two-way street.

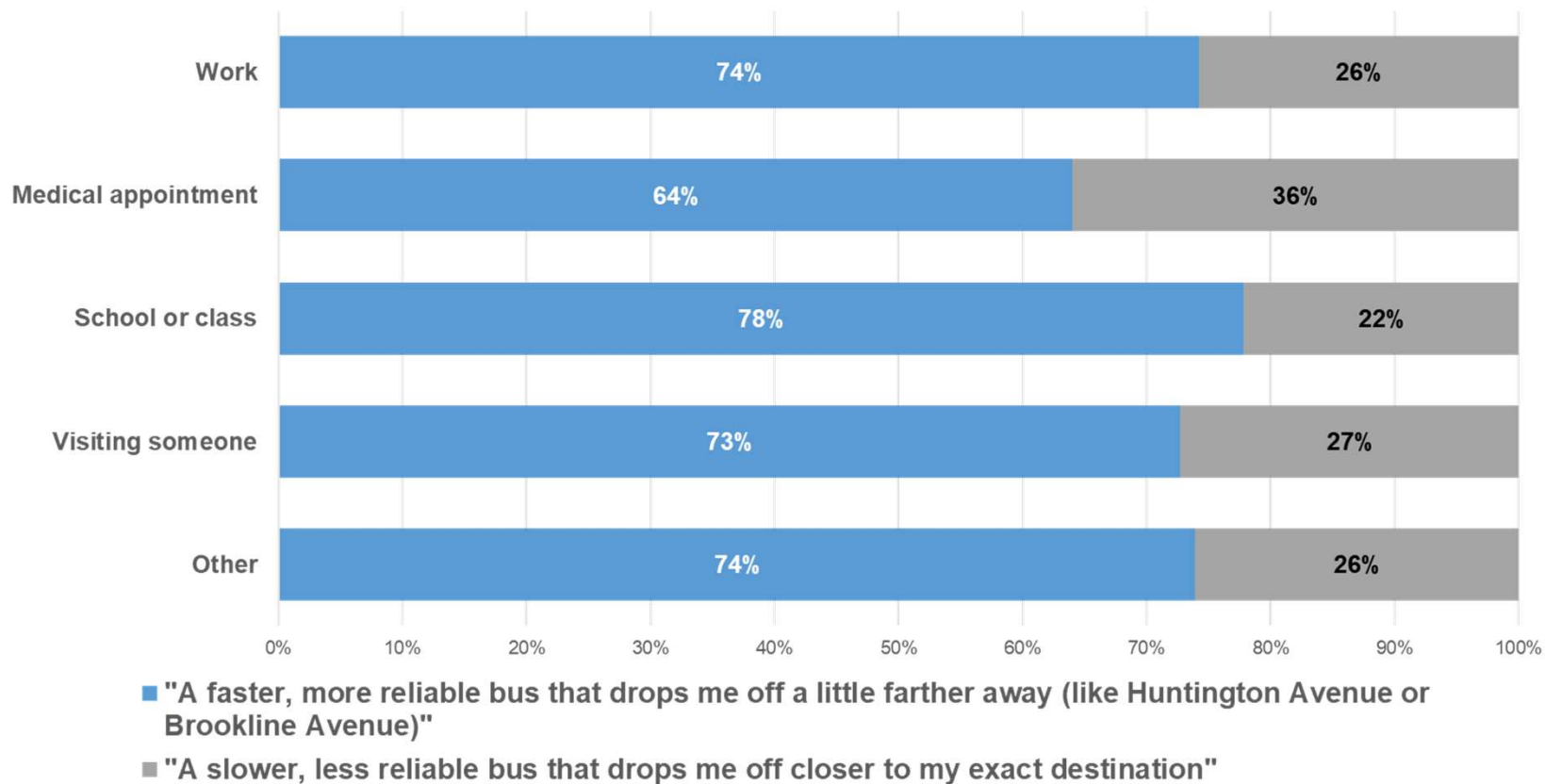
Findings from Engagement

The importance of direct connections: Strong desire for more direct transit options, especially about the need to make multiple transfers to reach the LMA.

Emphasis on reliability over proximity: Predictable, on-time, and reliable service is more valuable than faster and inconsistent alternatives.



Findings from Engagement



Findings from Engagement

CBO and municipal staff workshop

- 🚗 Lack of pick up/drop off: 3/4 groups identified as a top issue
- 🚌 Inaccessible bus boarding: 2/4 groups identified as a top issue
- ⚠️ Unsafe traffic conditions: 2/4 groups identified as a top issue
- 🚦 Road congestion: 2/4 groups identified as a top issue
- 🚲 Cycling was the most common mode of transport among workshop participants travelling through the LMA study area



What's Next?

Winter 2026 Public Engagement – what to expect:

- 🚊 Publish up to four routing and infrastructure scenarios
- 👤 In-person community meetings
- 🚌 🚚 Operator engagement
- 🚧 Website update
- 💬 Focus groups



Q&A in A Hybrid Meeting

If you are in the virtual meeting,

1. Use Zoom's "Raise Hand" feature.
2. Send questions or comments in the chat.
3. If you are joining by phone, dial *9 to raise your hand.



"Raise hand"



Send a chat



***9**
To Raise Hand

If you are in the on-site meeting,

1. Raise your hand physically. Our assistant will pass you a mic to speak.
2. Ask our assistant for a paper comment form. Write down your questions or comments and give it back to us.

